Department of Information Services
CUSTOMER ADVISORY BOARD
November 25, 2002
Meeting Minutes

Attending:

Linda Bremer, Liquor Control Board
Thomas Bynum, Employment Security Department
Lourdes Collins, Department of Information Services
Bob Deshaye, Department of Information Services
Stan Ditterline, Department of Information Services
Gail Douglas, Department of Information Services
Jim Eby, Department of Fish and Wildlife
Sue Fleener, Washington State Patrol
Dean Galvez, Department of Health
Mary Lou Griffith, Department of Information Services
Phil Grigg, Department of General Administration
Andy Hix, Department of Information Services
Jeff Holm, Department of Information Services (WAGIC Coordinator)
Nancy Jackson, Department of Information Services
Dennis Jones, Office of Financial Management
Bill Kehoe, Department of Licensing
Marla Kentfield, Office of the State Treasurer
Dave Kirk, Department of Information Services
Dave Koch, Department of Information Services
Ellen Langley, Department of Information Services
Gary Maciejewski, Department of Agriculture
Andy Marcelia, Department of Information Services
Sarah Marlowe, Department of Revenue
Shannon Marshall, Department of Retirement Systems
Sharie McCafferey, State Printer
Stuart McKee, Department of Information Services
Mike McVicker, Department of Information Services
Connie Michener, Department of Information Services
Bob Monn, Department of Ecology
Cathy Munson, Legislative Service Center
Laura Parma, Department of Information Services
Tom Parma, Department of Information Services
Dan Parsons, Washington State Patrol
Don Price, Department of Corrections
Patti Prouty, Secretary of State
Christy Ridout, Department of Social and Health Services
Becci Riley, Department of Information Services
Kathy Rosmond, Office of Financial Management

Al Schaffler, Office of Minority Women Business Enterprises
Alan Schmidt, Office of Financial Management
Ron Seymour, Department of Financial Institutions
Michael Smith, Public Disclosure Commission
Michael Stack, Community Trade & Economic Development
Doug Tanabe, Department of Personnel
Shelagh, Taylor, Department of Labor and Industries
Cammy Webster, Department of Information Services
Tuck Wilson, Department of Information Services

Thomas Bynum called the meeting to order at 1:30 p.m.

Laura Parma presented The Web Presentation Guidelines 4.0 to the CAB for approval. It was moved and seconded to accept the Web Presentation Guidelines.

Motion passed.

Subcommittee Reports

Infrastructure -- Phil Grigg, GA
The Windows 2000 environment is moving ahead. DSHS, L&I, ESD and GA are all operating in the production statewide forest. DFI, DIS, DOP, OFM and SSV have joined to the pre-production Windows 2000 forest. The Department of Health has joined the Test Lab Forest. The Enterprise Forest Welcome Kit is in final form.

Microsoft Consulting Services has developed a design plan for the Email infrastructure. It is very centralized and will have to be fitted to the federated administration model. Our current plan will have Exchange 2000 in place by January 31, 2003.

The Single Sign-On project is at a fundamental decision point regarding authentication. A complete design is being addressed at this stage and more information will be available in the future as issues are resolved.

State/Local Government – Dan Parsons, WSP
Their next meeting is scheduled Wednesday, December 18, at 1pm in the Forum Boardroom. They will be discussing intergovernmental network (IGN) and the respective quality of services being provided by agencies. If an agency is deploying a Web page they are impacting the IGN and should be involved in these discussions.

Human Resources -- Doug Tanabe, DOP
The committee hasn't met for a while. There have been doing a lot of work regarding collective bargaining and civil service reform. They are open to new issues and suggestions if anyone has some concerns regarding human resources. Several CAB

members requested that the CAB be involved in the review of requirements for the new HR system. Doug agreed to involve the CAB in the review.

CAB Survey Recap – Thomas Bynum, ESD
The Board issued a CAB survey in an effort to receive a sense of direction. From the responses, the following standing items and key topics are to be addressed:

- Criteria for funding IT decision packages
- Project Management
- Architecture (state IT enterprise)
- IT Architecture Plan
- Security
- Legacy System (Heritage)
- Capability Maturity Model (CMM)
- Review of ISB standards, policy, guidelines
- Legislative Updates
- Budget Updates
- Subcommittee Reports
- Price of Government
- Industry Experts
- Direction of Digital Government

The Board will be discussing a strategic plan to bring it all together.
Mike Stack, CTED suggested receiving a briefing from the FBI on technical warfare and how to better prepare the State.

State of DIS – Stuart McKee, DIS
The CAB has a responsibility to influence DIS services and direction and a responsibility to shape the policies, guidelines and architecture that agencies follow.

Stuart introduced Becci Riley to discuss the overview of the presentation and begin the presentation regarding Business continuity. The presentation in full can be viewed at http://www.wa.gov/dis/cab/112502DISpresentation.ppt.

Business Continuity- Becci Riley
 Becci outlined a plan to maintain redundant data in Eastern Washington and maintain and second IP connection to assist in the case of disaster recovery. Since DIS is currently working on a plan set in place in 1991, an analysis is needed to identify what changes need to be made in the plan to reflect the growth in technology. In the next 6-12 months DIS will be working with counties on the IGN II to implement new technologies.

Digital Government- Laura Parma
Laura Parma announced that there is a master agreement with Interwoven is in place. There is also an Internet Check Master Agreement in place that offers a contract with

U.S. Bank to process checks online that can be found at
http://techmall.dis.wa.gov/master_contracts/e_commerce/I_check.asp

DIS is currently reviewing roaming certificates and the enforcement of policy, but has found the digital certificates easy to use.

Beginning in January, DIS will perform a usability review for Access Washington. What do we need to change to make it easier to use and make a better user experience? DIS plans on changing the look and feel to make navigation easier. They will conduct periodic reviews and will discuss via the listserv what changes need to take place.

DIS also presents the next steps in Washington State Enterprise Architecture. The recommended next steps begin with establishing and interim leadership team to drive the Washington State Enterprise Architecture Project. The suggested leadership team would be a small team of the CIO Roundtable. Then a statement of work will be finalized to engage an external private partner to assist in the first phase of the project. The team will then select a common business problem that impacts a large majority of Washington State agencies and establish a communications strategy and the tools to fully engage the agencies in the process of establishing the Washington State Enterprise Architecture. Finally, the team will engage the private firm and help agencies identify their key point of contact. The idea is to harvest what we have, build awareness and engage the vendor to assist in building an architectural road map. The goal is to develop key linkages including NASCIO, OMB, FEAF, Homeland Security and our Washington teams.

Strategic Investment Support- Tom Parma
There are many Symposia scheduled this season. There is an Accessibility Symposia scheduled for December 2002, a Small Agency Symposia scheduled February 12, 2003, along with symposia on GIS, Project Management, E-Payments and E-Policy (dates to be determined yet).

Tom Parma announced that there is currently a Master License Service Extension project underway. The project is aimed at expanding license services to other government organizations and including city permits. There are many cities interested in participating.

Infrastructure- Mike McVicker
The Secure File Transport service went into full production in September 2002. Customers currently using the service in a production environment are DRS, OST, and L&I. DOH and King County have also expressed an interest in the service. DIS has completed implementation of a Secure File Transport test environment. Files can now be securely transferred using an Internet connection. If customers want to transfer files using a batch process, all they need is a client license. Technology Brokering Service has just completed negotiation with ValiCert to serve as a reseller of the client licenses.

DIS is working with LNI, DOH, and DSHS to identify functional requirements for the userid based authentication service similar to Fortress and Transact Washington.

DIS is also working to provide storage solutions. They will be expanding their disaster recovery space to better support agencies.

The Network Migration Project should be wrapped up in January as well as the Exchange 2000 Infrastructure implementation. DIS is also working on a pilot project with the Governor's office and OFM to move their servers to DIS and evaluate a centralized exchange service.

Voice Over IP- Mike McVicker, DIS
Mike's PowerPoint presentation can be found at
http://www.wa.gov/dis/cab/VoIPPresentation.ppt

DIS has created an IP telephony assessment guidelines and a strategic assessment framework tool. The purpose of the tool is to help agencies make sound business decisions regarding the implementation of IP telephony (e.g. voice over IP or VoIP) solutions. DIS recognizes that the full-blown assessment tool may not be applicable to all agencies and particular situations. Tutorial sessions are being offered to agencies interested in conducting an initial analysis to determine what type of assessment it should conduct. The suggested audience is IT Managers/decision makers.   DIS is currently working with the Seitel Leeds organization on this project.

New Business- No new Business.

Please note: the December CAB meeting is cancelled in recognition of the holiday season. The next CAB meeting is schedule for January 27, 2003.